

Date Mailed
August 4, 2000

BEFORE THE
PUBLIC SERVICE COMMISSION OF WISCONSIN

Investigation to Determine Industry-Wide Service Quality
Standards for Price-Regulated Telecommunications Utilities
for Year 2001 and 2002 Price Regulation Filings

05-TI-348

**NOTICE OF PROCEEDING
AND
INVESTIGATION**

THIS IS A PROCEEDING TO establish industry-wide service quality standards for the years 2001 and 2002 anniversary dates of each price-regulated telecommunications utility pursuant to Wis. Admin. Code § PSC 163.04(2)(c)10. Wis. Stat. § 196.196(1) allows telecommunications utilities to elect to be price-regulated. Wis. Admin. Code ch. PSC 163 determines the procedures for electing price regulation, establishes the mechanics of price regulation, sets reporting requirements, and creates miscellaneous provisions to make more specific the requirements of Wis. Stat. § 196.196(1).

The service quality components specified in Wis. Admin. Code § PSC 163.04(2)(c)2 include: (1) average time interval for installation; (2) annual initial trouble reports per 100 lines; (3) average time out of service; (4) percent repeat trouble reports; and (5) average employee answer time for repair calls. In the order in docket 05-TI-174, *Investigation of Telecommunications Utility Price Regulation Pursuant to §196.196(1)(g), Stats.*, the Commission added service quality components for trunk blockage and answer speed for business office calls.

NOTICE IS GIVEN that the Commission is initiating an investigation of industry-wide quality of service standards for price-regulated telecommunications utilities. The Commission plans to circulate a draft order for comment. The Commission does not intend to hold a public hearing, unless one is requested.

The Commission does not discriminate on the basis of disability in the provision of programs, services, or employment. Any person with a disability who needs accommodations to participate in this proceeding or who needs to obtain this document in a different format should contact the case coordinator listed below.

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Questions from the media may be directed to Jeffrey L. Butson, Public Affairs Director, at (608) 267-0912. Questions from others regarding this matter may be directed to case coordinator Christopher Larson at (608) 267-9508.

Dated at Madison, Wisconsin, _____

By the Commission:

Lynda L. Dorr
Secretary to the Commission

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